

1/17

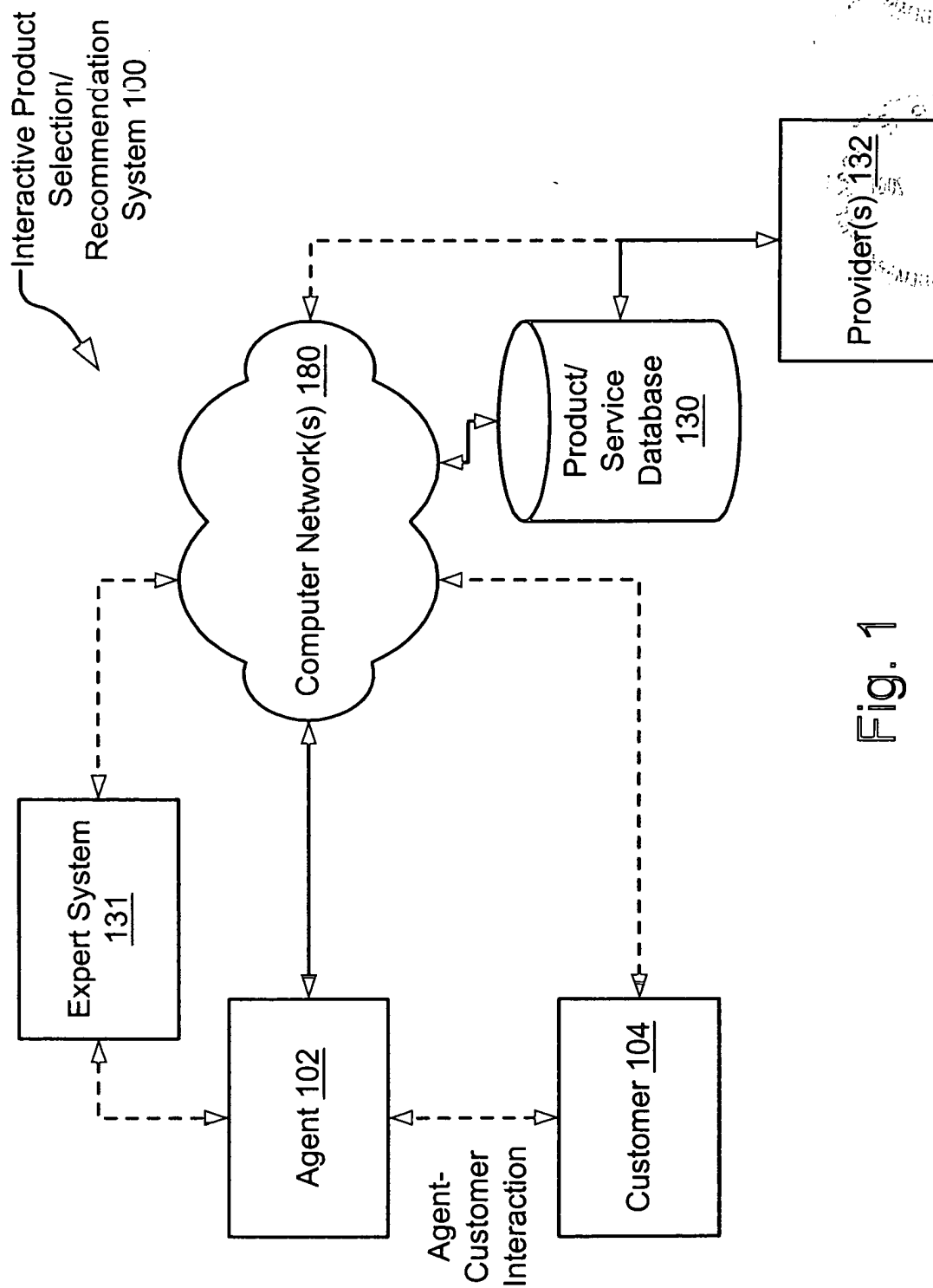


Fig. 1

FOUO 11200000

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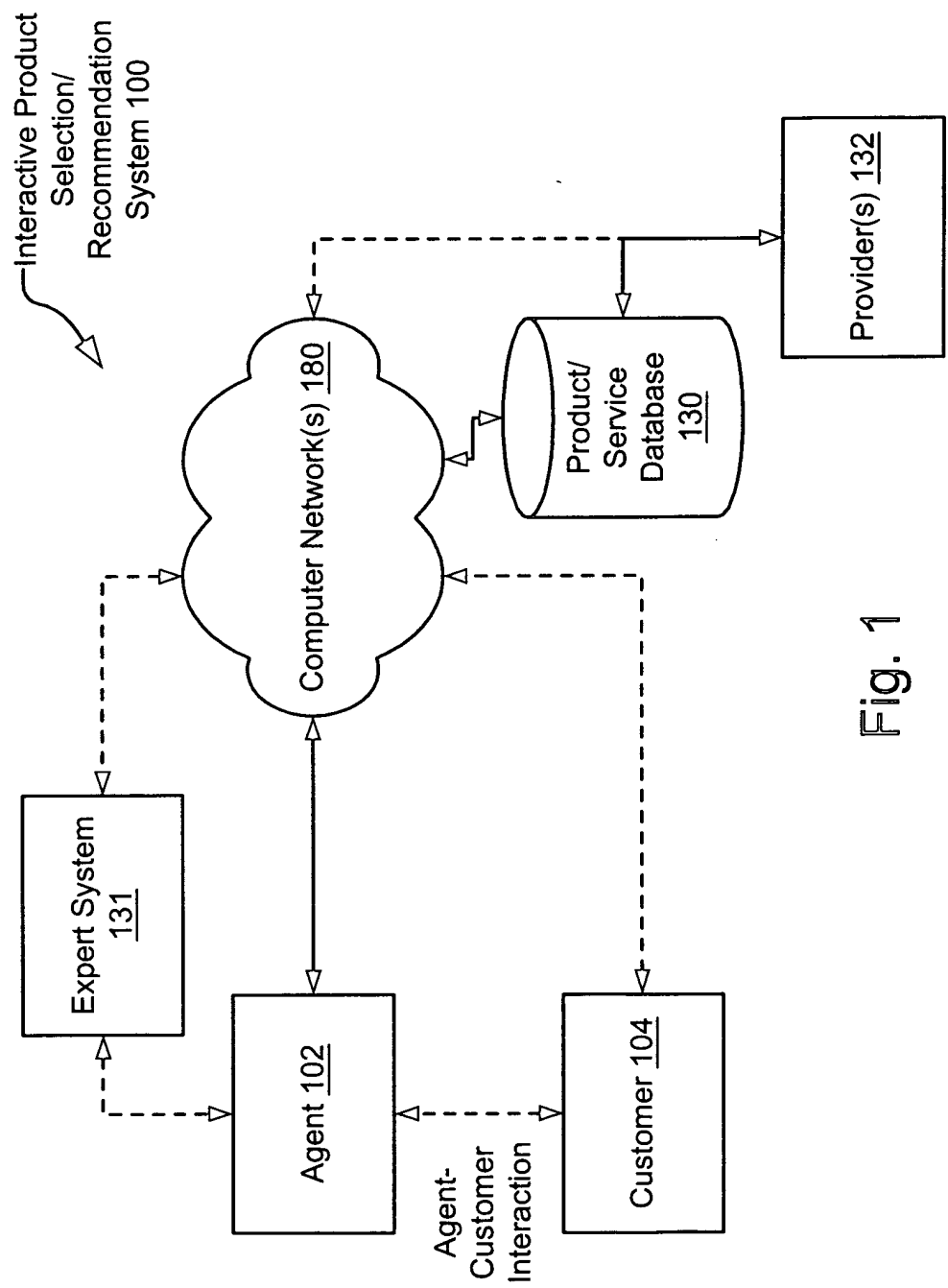
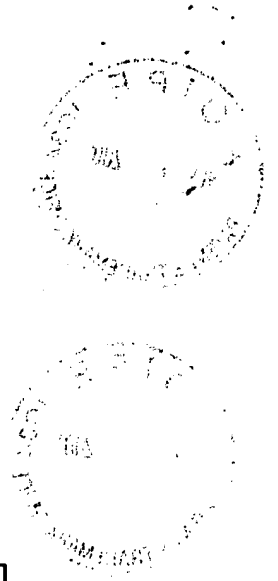


Fig. 1



FOUO 14-00000

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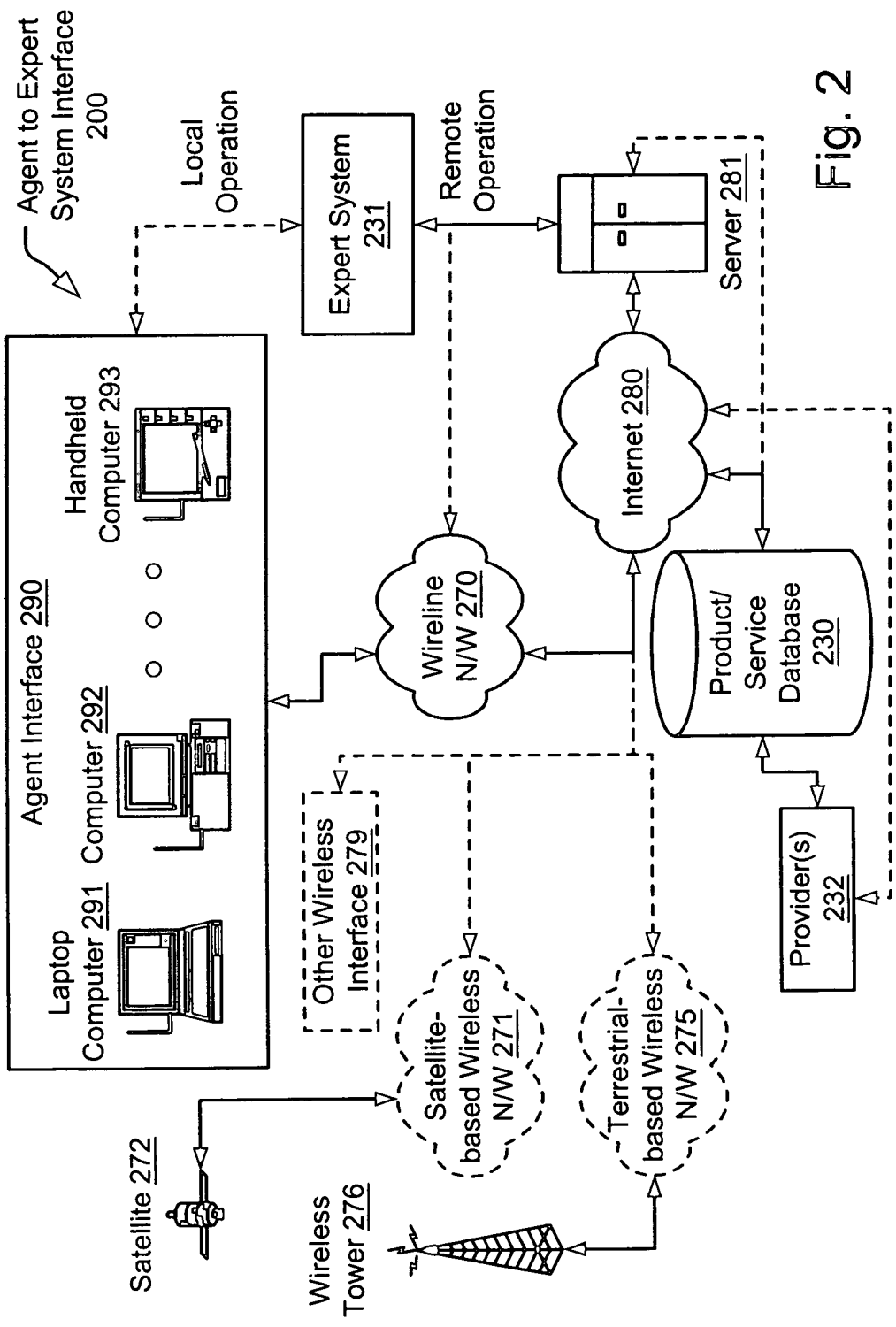


Fig. 2

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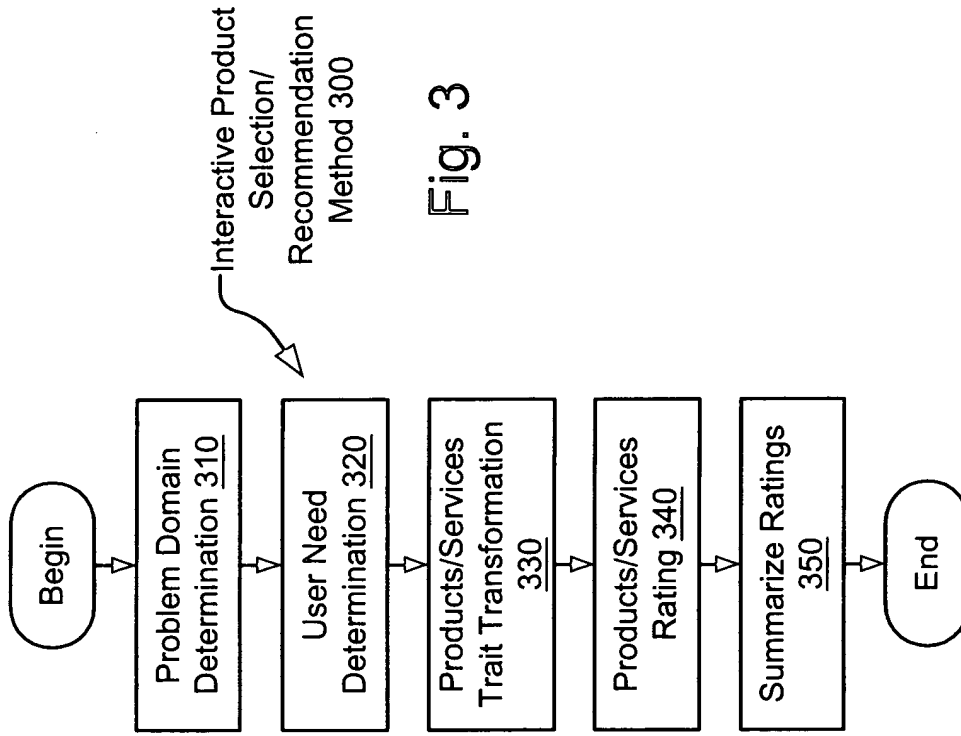
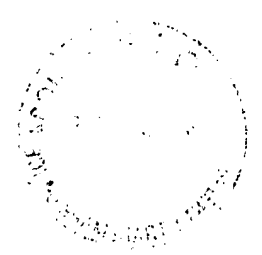


Fig. 3



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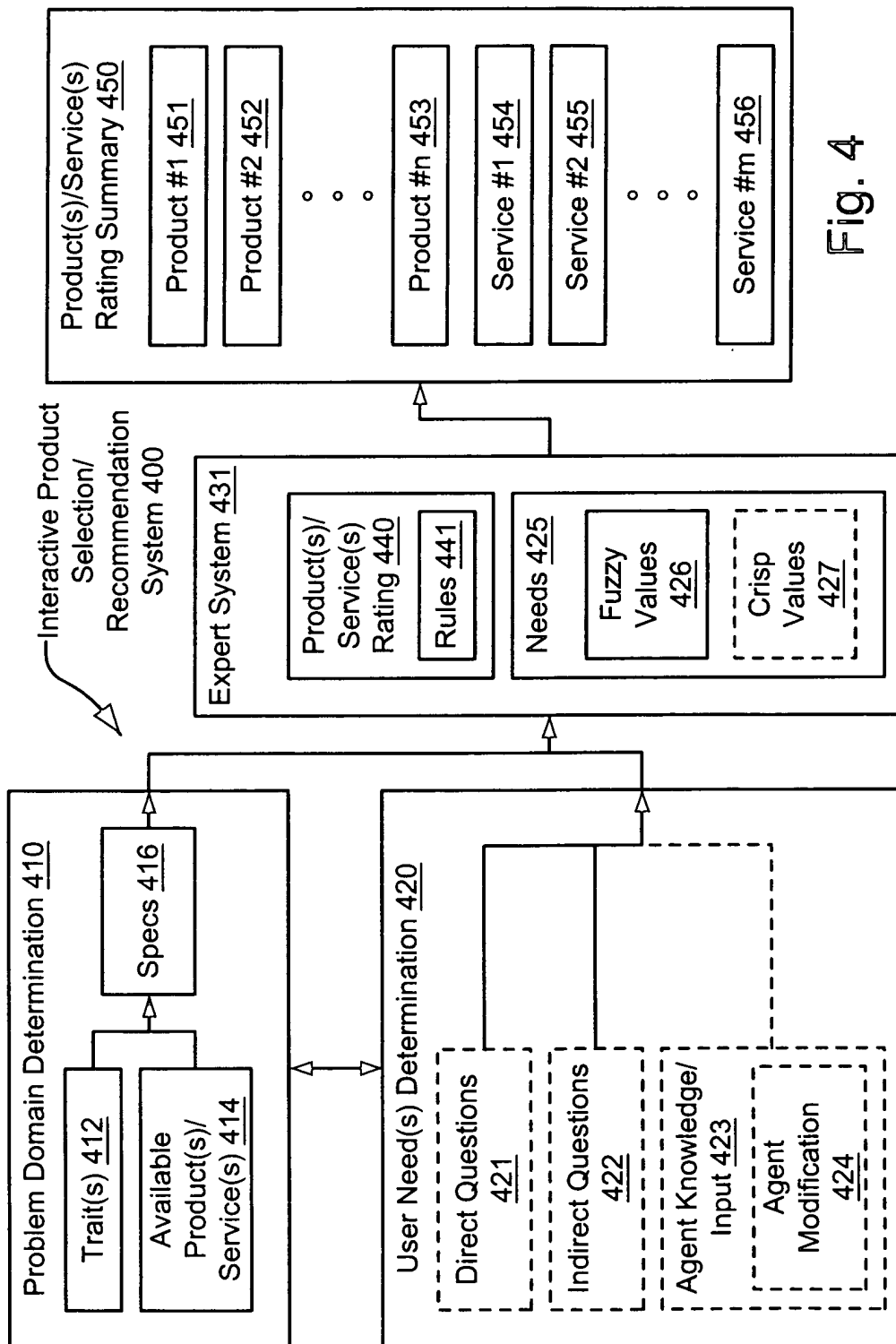


Fig. 4

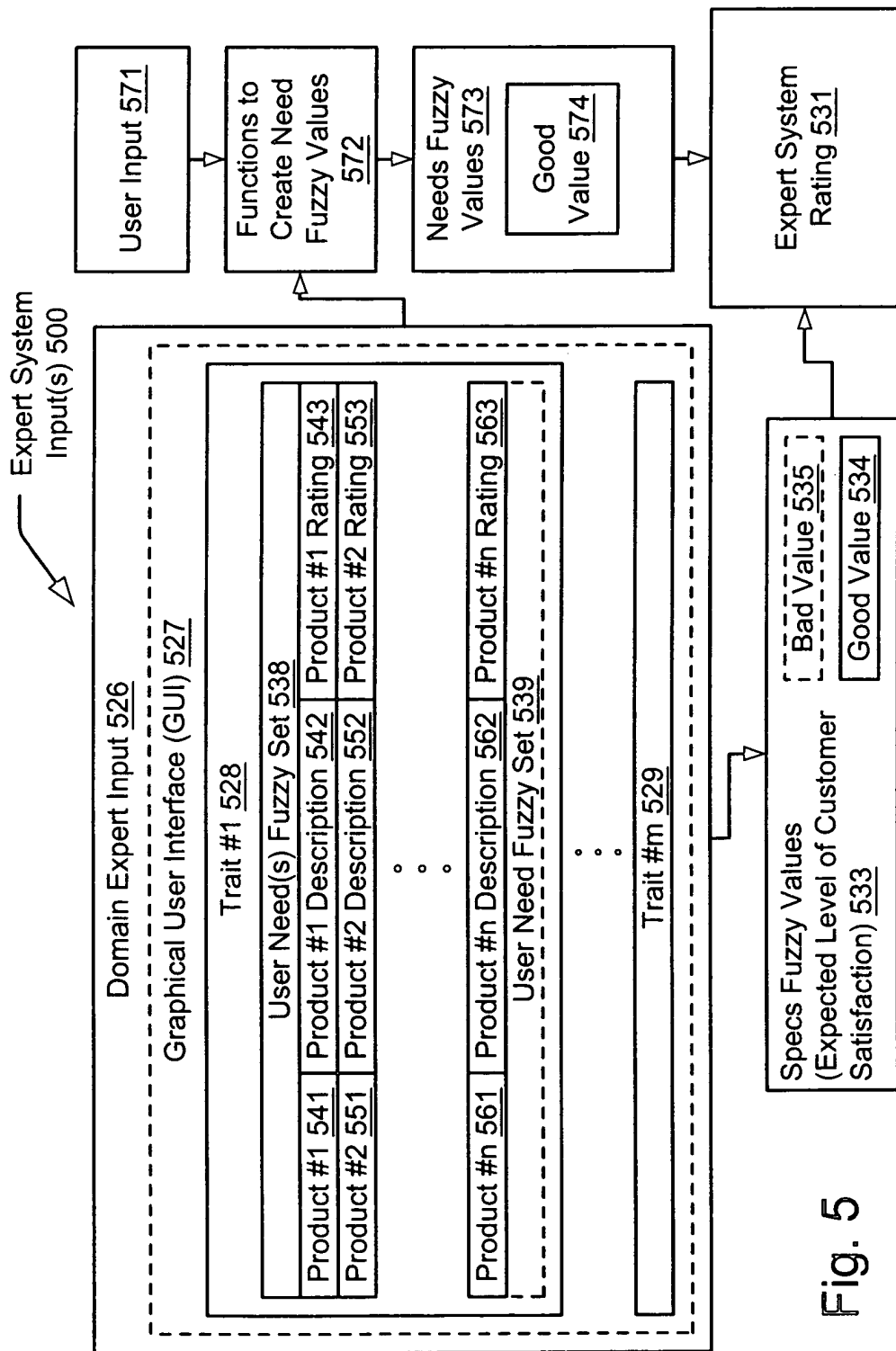


Fig. 5

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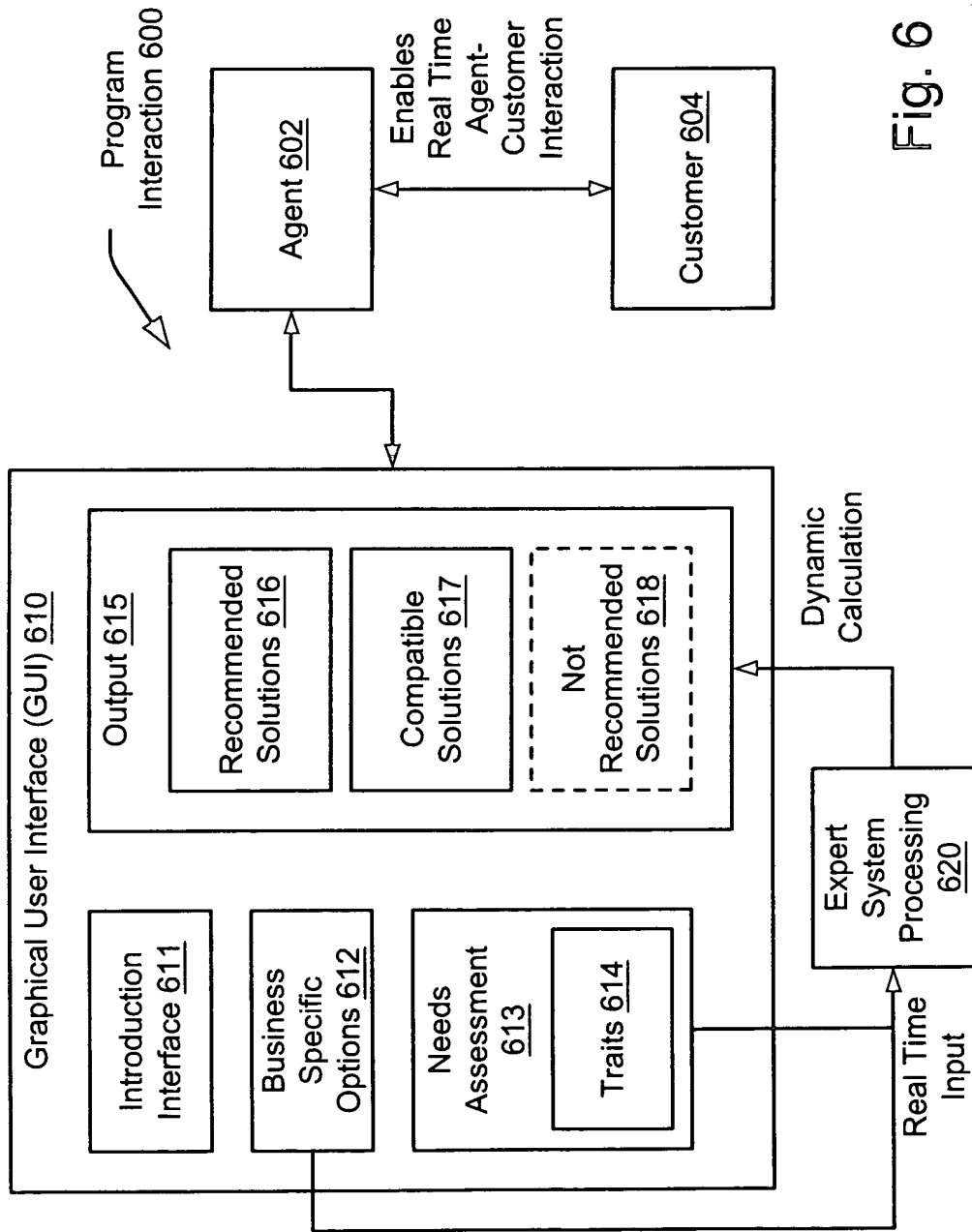


Fig. 6

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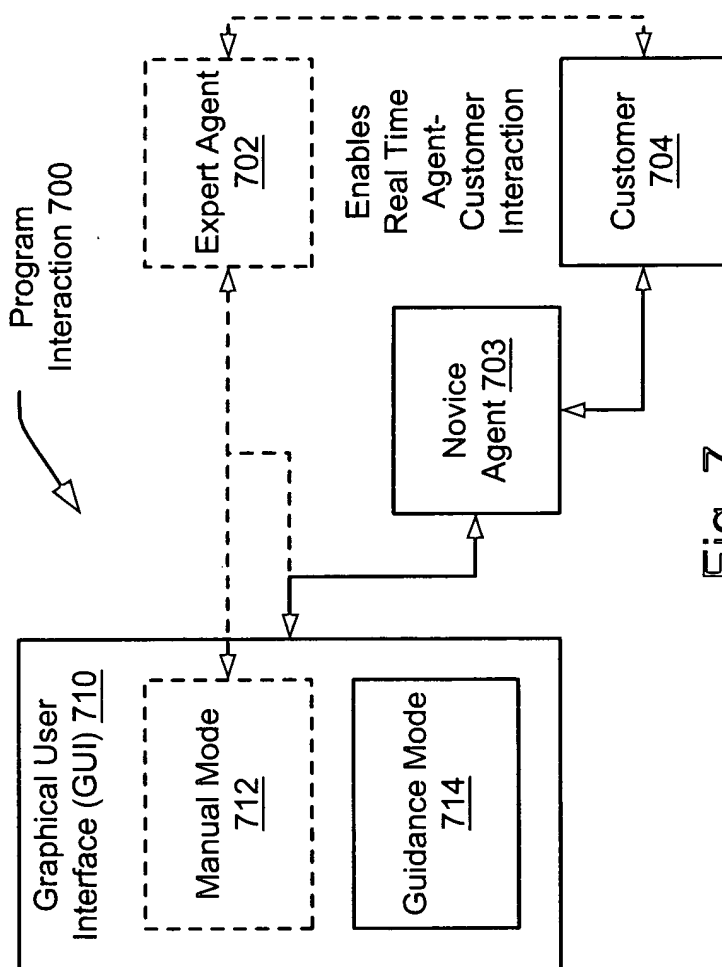


Fig. 7

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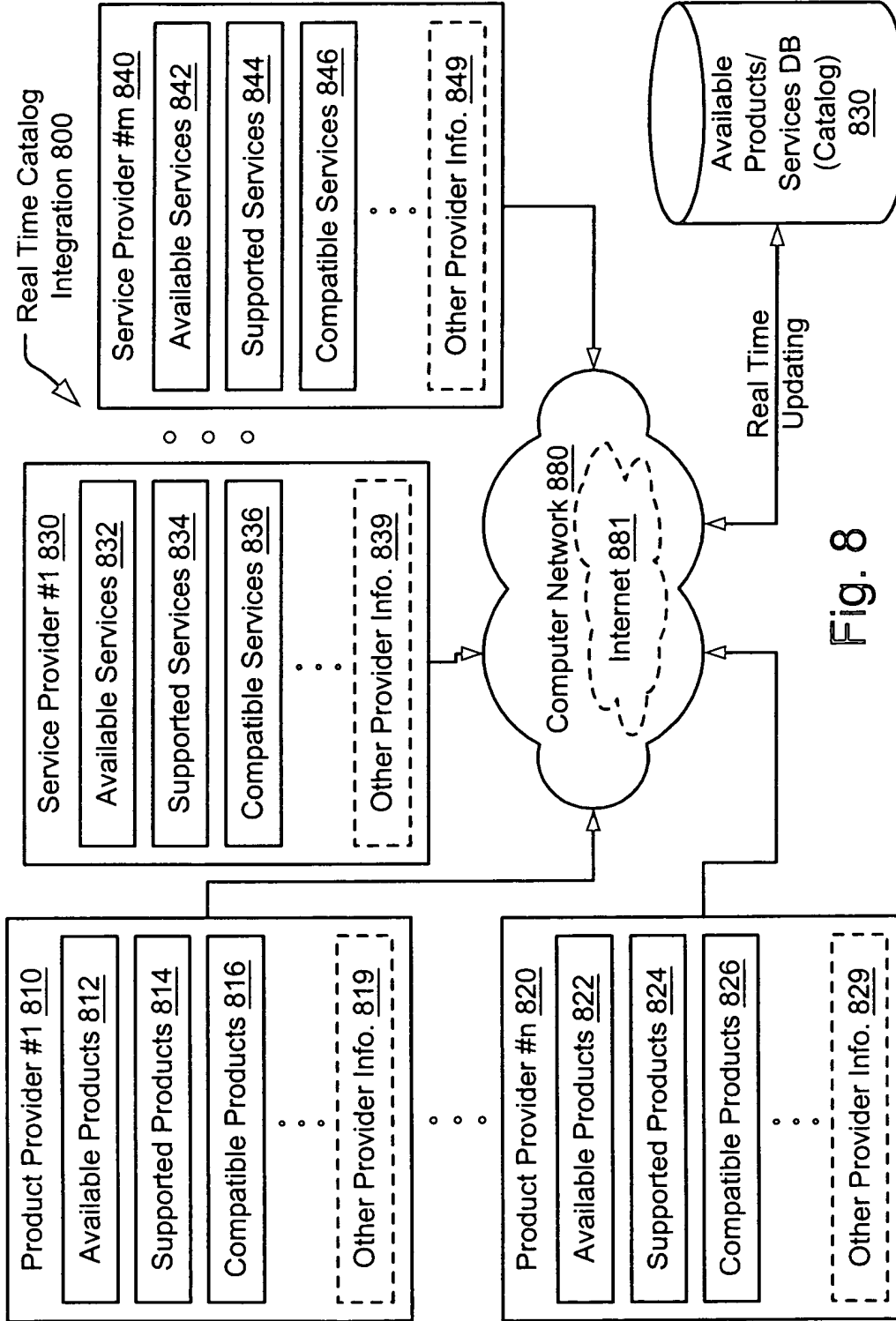


Fig. 8

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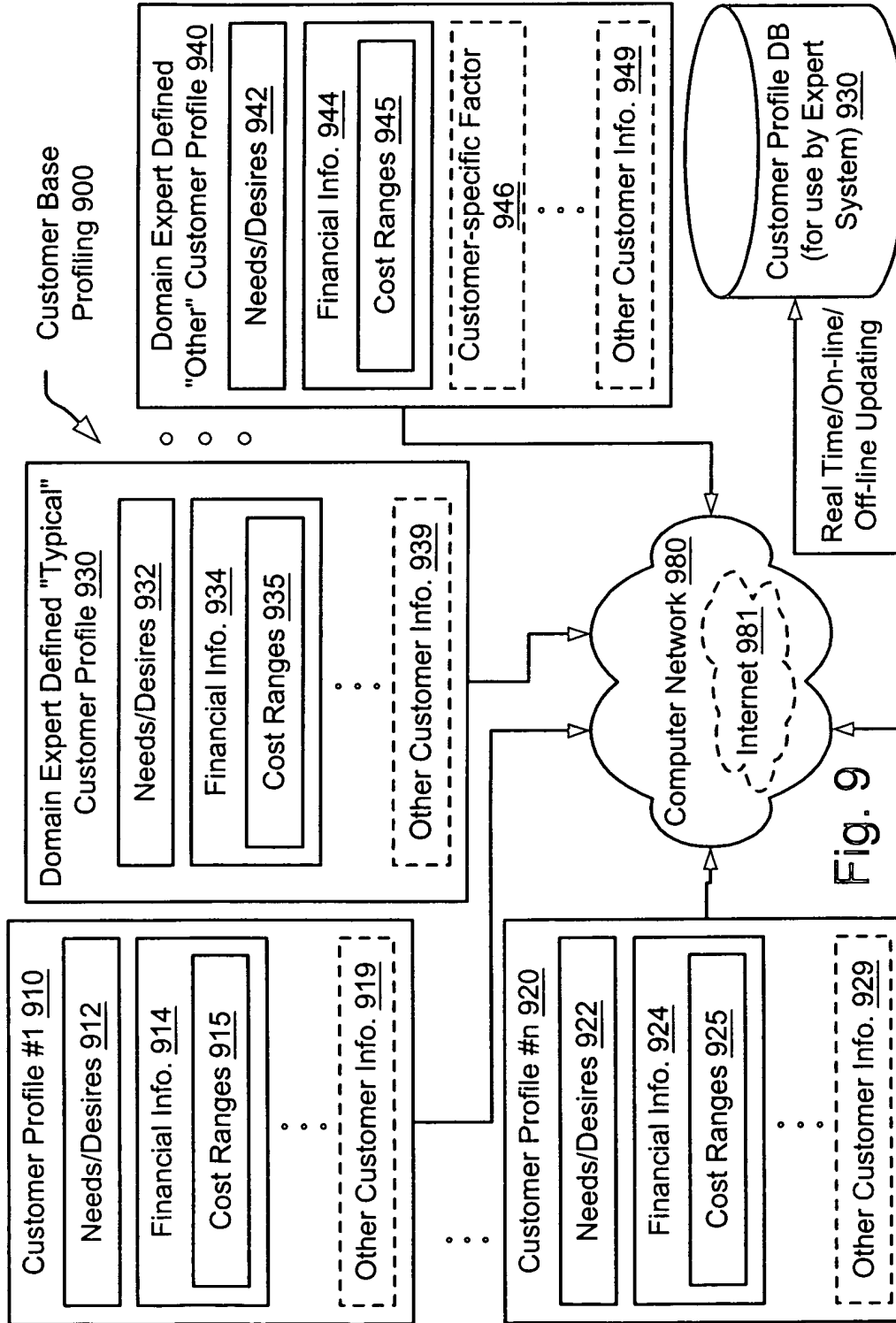


Fig. 9

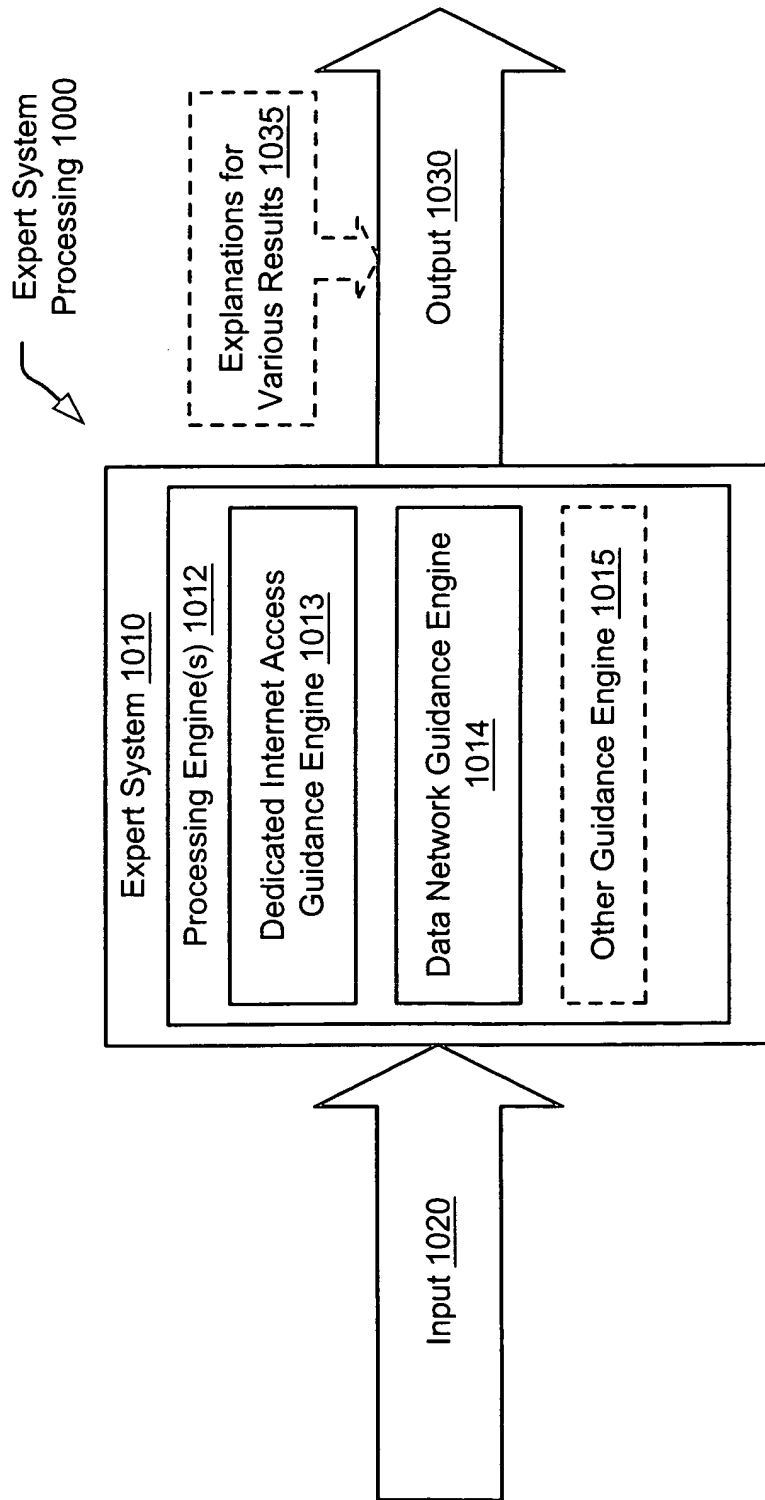


Fig. 10

Domain Expert-Expert System Interaction 1100

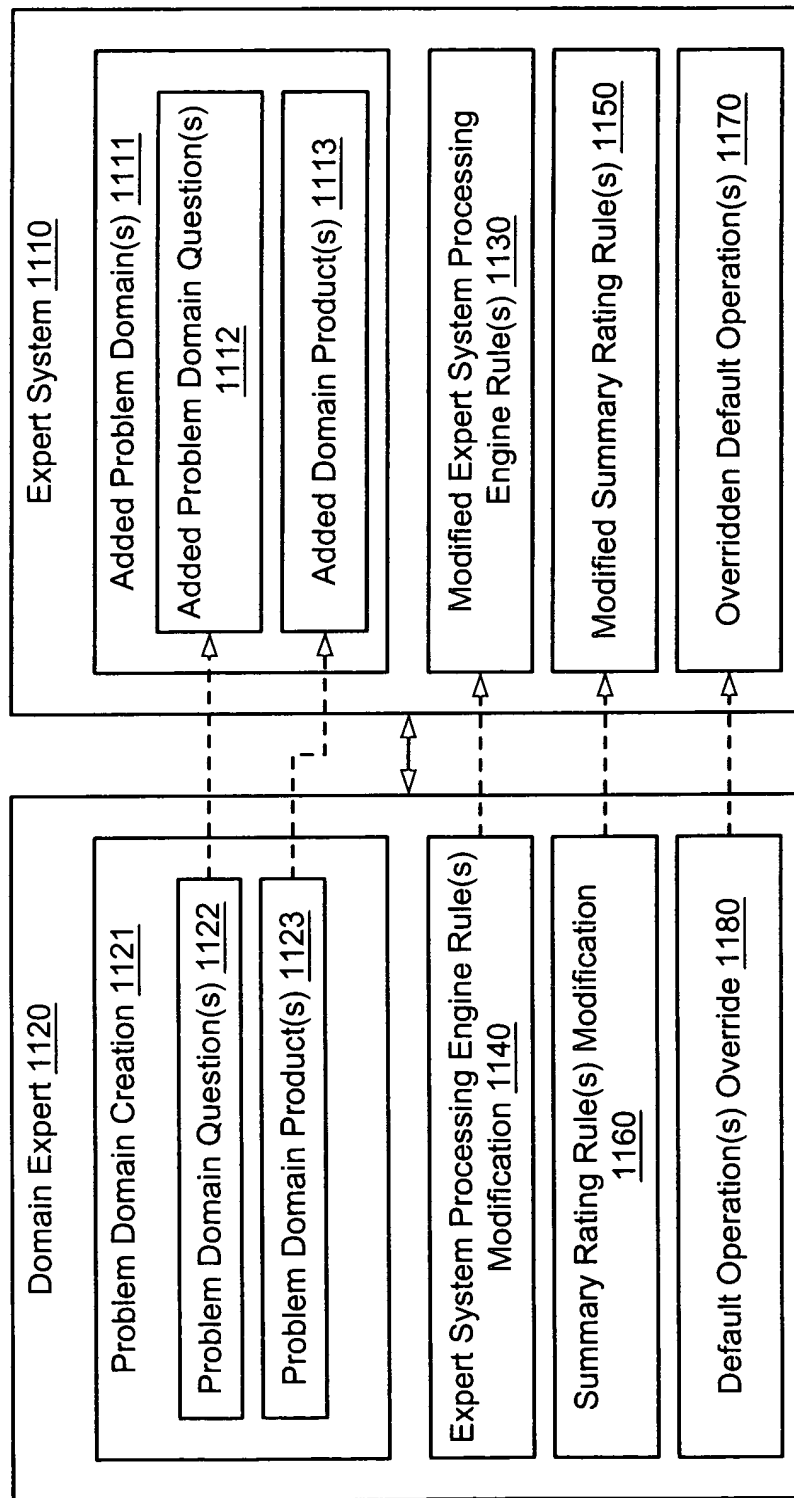


Fig. 11

FIG. 12

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Problem Domains
and Traits 1200

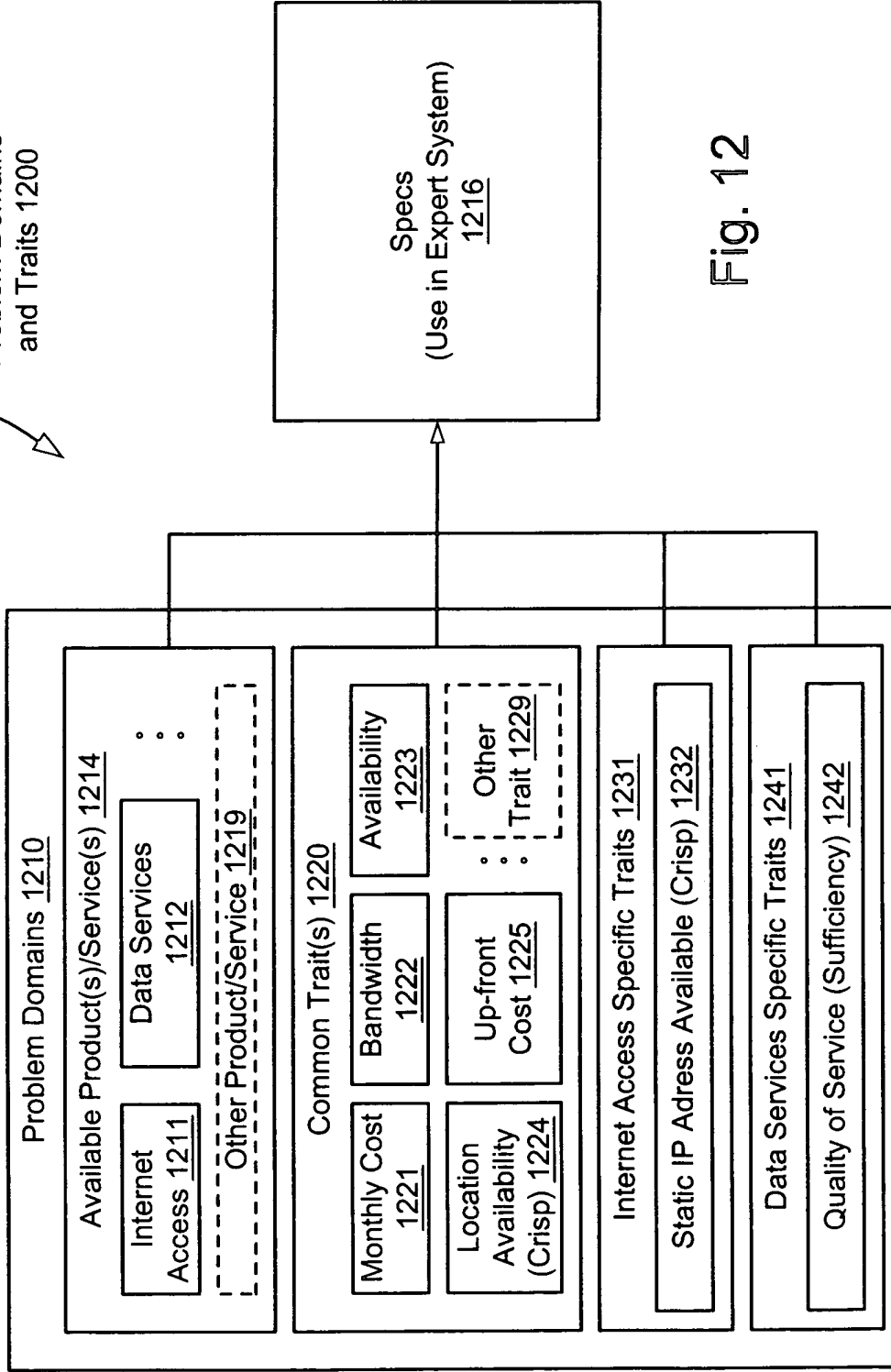


Fig. 12



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Dedicated Internet Access Guidance
Engine Operation 1300

Begin

Provide DIAGE Questions 1310
Agent-Customer Interaction 1312

Receive Answers to DIAGE Questions
1320

Agent-Customer Interaction 1322

Integer Values 1324

Finite Range/Options 1325

Boolean Values 1327

Other Values to Represent
Answers to Questions 1329

Provide DIAGE Information to DIAGE
(within Expert System) 1330

Perform Expert System Processing Using
DIAGE (Calculate Needed Trait Values) 1340

Calculate Crisp Values 1342

Transform Selected Crisp Values to Fuzzy
Values 1344

Rate Available Products/Services 1350

Summarize Ratings 1360

Present Ratings to Agent 1361

End

Fig. 13

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Dedicated Internet Access
Guidance Engine Input(s) 1400

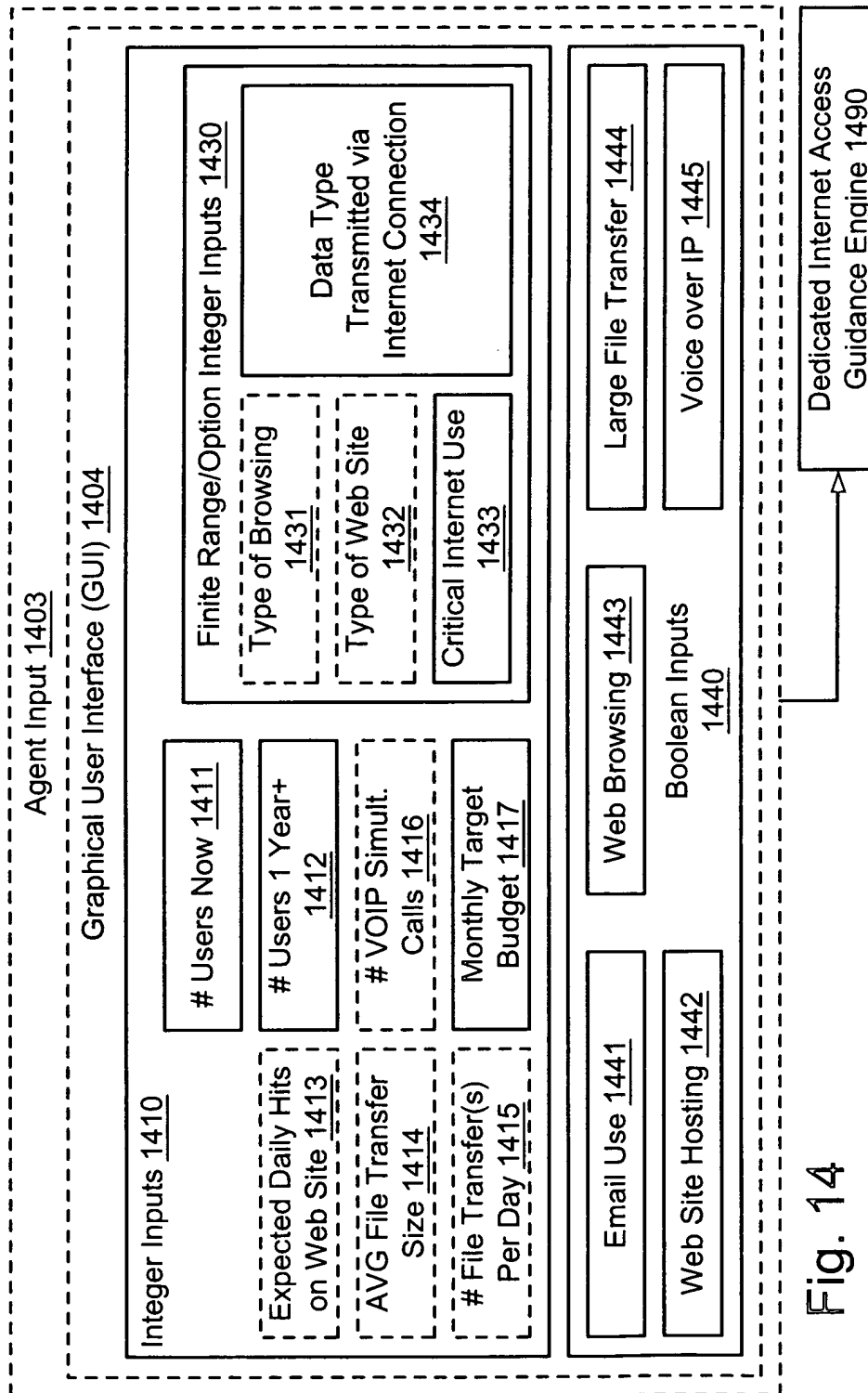


Fig. 14

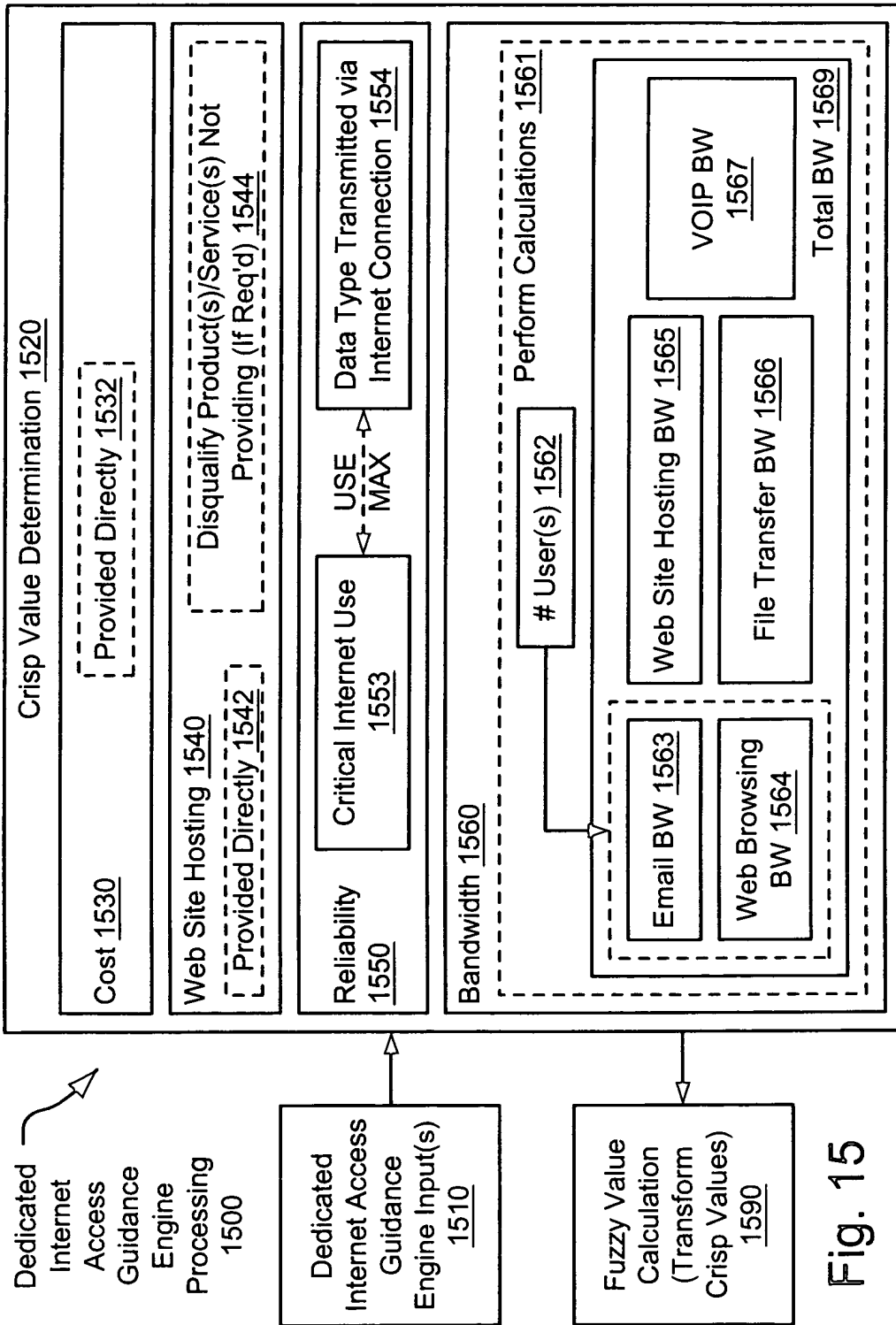


Fig. 15

Dedicated Internet Access Guidance
Engine Rating Functionality 1600

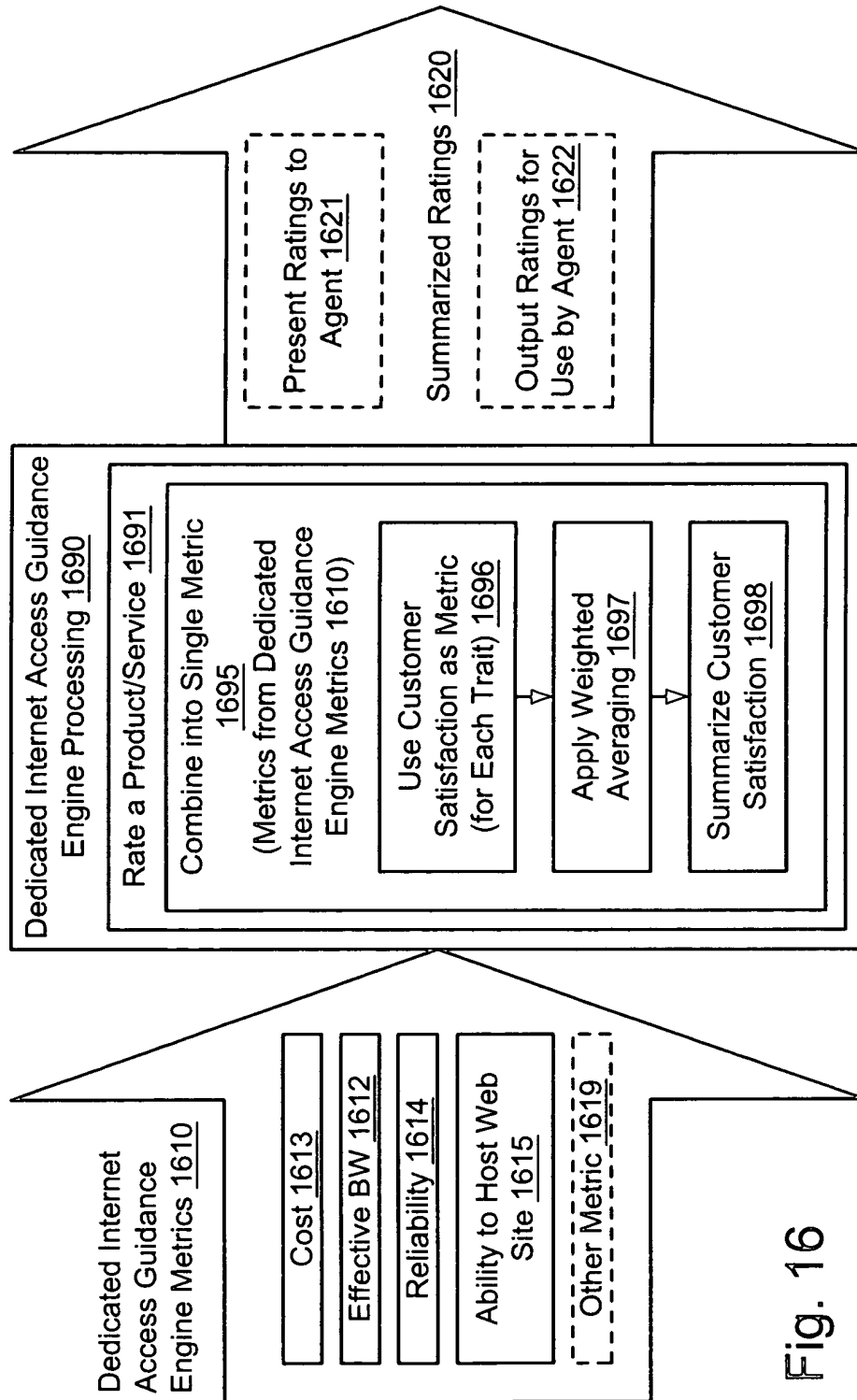


Fig. 16

FIG. 17

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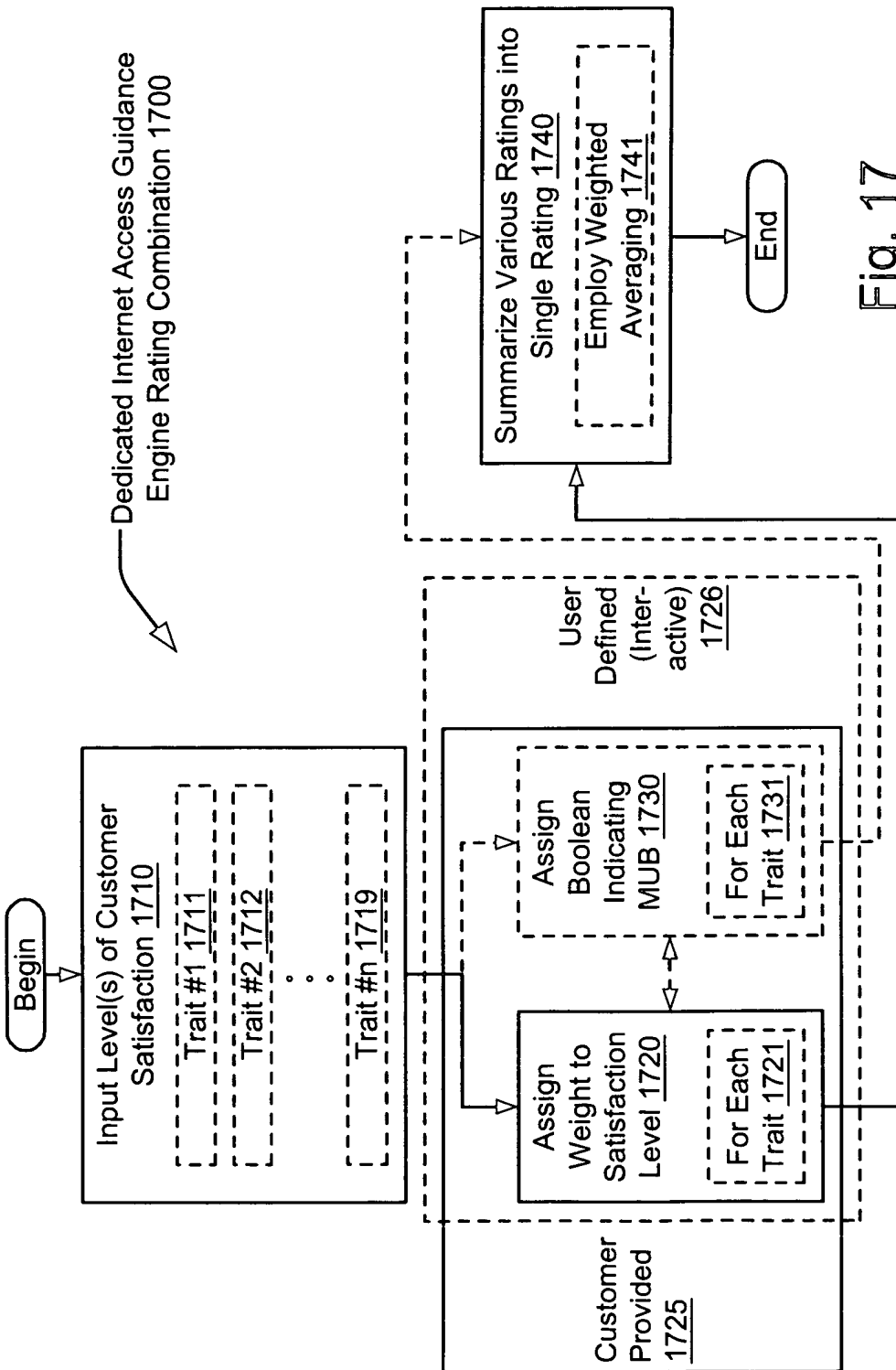


Fig. 17